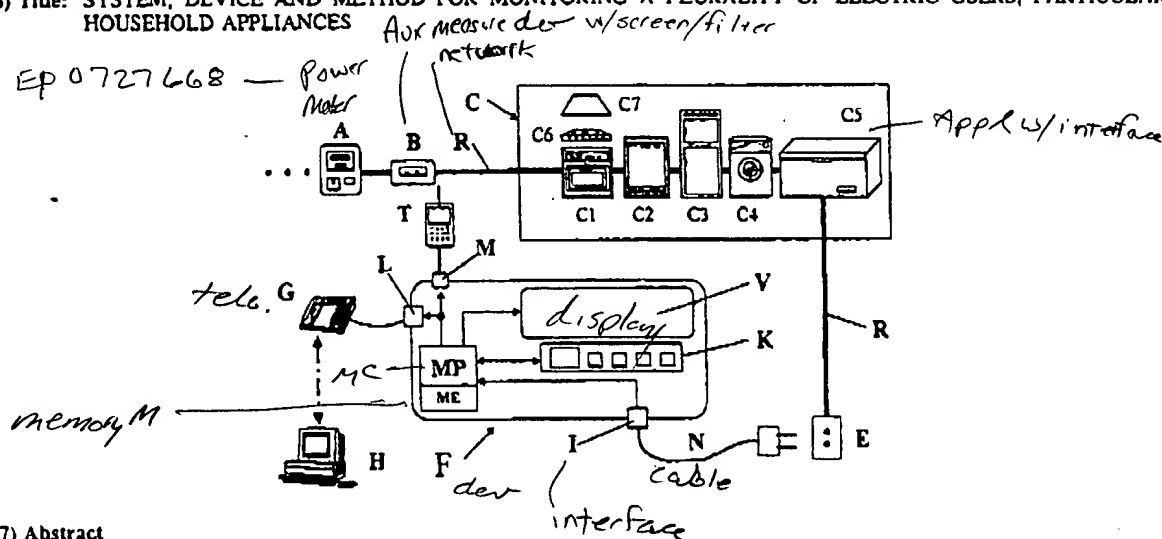




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(54) Title: SYSTEM, DEVICE AND METHOD FOR MONITORING A PLURALITY OF ELECTRIC USERS, PARTICULARLY HOUSEHOLD APPLIANCES



## (57) Abstract

A system for the monitoring and/or the remote technical service, prior to a local maintenance operation, of a plurality of electric users, in particular household appliances (C), belonging to a same household environment, comprising a specific monitoring device (F) capable of collecting through a local network (R) connected with the users (C) (in particular the same power supply network), and storing in a suitable nonvolatile but updatable electronic memory (such as FLASH or EEPROM memory), functional, diagnostic and statistical information generated and made available on said local network (R) by said household users (C). The monitoring device (F) comprises proper means to receive, manage and make explicit said information received from said household users (C), where said information may be made explicit at a local level, directly to the utilizer, and/or at a remote level within the household environment (such as for instance to a personal computer eventually available in such an environment and properly interfaced with said local network) and/or finally at a remote level, i.e. outside the household environment, to a specific center for the technical service and/or preventive maintenance prior to a local operation for said plurality of household users.